



## EXECUTIVE MEMO

**TO:** Executive Directors, DSN Boards  
Executive Directors, QPLs  
Chief Information Officers

**FROM:** Deputy Director Pat Maley

**SUBJECT:** Change in Record Retention Procedures

**DATE:** March 6, 2019

Consumer files must be maintained for seven years after the death or discharge of a consumer. DDSN's procedure has been providers could not digitize paper records during this seven year holding period. Effective immediately, DDSN's new procedure gives providers the flexibility to digitize these records and discard the paper records during this seven year holding period. Paper documents must be scanned and indexed into a document management system. Also, the provider must complete a quality assurance check to assure the files are stored in the digital imaging system and can be retrieved.

If you have any questions, the point of contact (POC) on this issue is Chief Information Officer Dave Foshee at [dfoshee@ddsn.sc.gov](mailto:dfoshee@ddsn.sc.gov) or hard line phone (803) 898-9781.